

# Information sheet

## Operational plans: minimum requirements checklist

### Key facts:

- Section 9 of the *Financial and Performance Management Standard 2009* requires each statutory body<sup>1</sup> to develop an operational plan for the whole agency or relevant business areas to cover a period of not more than one year.
- An operational plan should be implemented by **1 July each year** and evaluated and/or reviewed at least every six months.
- An operational plan specifies:
  - the services delivered by the agency
  - how those services align to the agency's business direction as described in the strategic plan
  - the outputs sought from the services
  - the strategies to deliver the services
  - the capabilities and processes necessary to deliver the services
  - the parts of the agency that are accountable for delivery of the services
  - the budget for the delivery of the services
  - the projects and programs planned to improve those services
  - the risks and issues associated with delivery of the plan
  - what the plan is required to comply with (i.e. legislation, regulation, standards set by the government, agency or industry)
  - how performance against the plan will be measured and monitored. This would include service standards which will measure the efficiency and effectiveness of the service and form the basis for individual performance plans for staff within the agency.
- Further detailed requirements can be found in the Agency Planning Requirements document produced by the Department of the Premier and Cabinet (link provided in the 'Useful references' section below).
- The sections referred to below are taken from the Agency Planning Requirements.

Operational plans: minimum requirements				
Sec	Title	No.	Requirement	Y/N
29	Minimum information requirements of an operational plan	29.1	<p><b>Relationship with agency strategic plan</b></p> <p>The agency's operational plan(s) must be developed to deliver on the agency's objectives in its strategic plan. Agencies should be able to demonstrate how all plans prepared by the agency relate to each other.</p> <p>The operational plan(s) should outline how the agency will contribute to delivering its services over the year to support the delivery of the agency's objectives within the allocated budget.</p>	

<sup>1</sup> As of the date of publication, statutory bodies in the Health portfolio include: Hospital and Health Services, Hospital Foundations, Council of the QIMR Berghofer, Queensland Mental Health Commission and Office of the Health Ombudsman.

			There is no prescribed format for representing this relationship.	
		29.2	<b>Operational risks</b> The agency's operational plan(s) should consider the potential impact operational risks and/or critical issues may have on the agency's service delivery, including how these risks will be managed or mitigated.	
		29.3	<b>Service Areas and Services</b> Services are sets of activities that deliver outputs and result in outcomes for customers and other stakeholders. Ideally, services generate benefits for customers and stakeholders and as a result, are valued by them.  More detailed information on services can be found in: <i>A Guide to the Queensland Government Performance Management Framework</i> ( <a href="http://www.premiers.qld.gov.au/publications/categories/guides/perf-manage-framework.aspx">http://www.premiers.qld.gov.au/publications/categories/guides/perf-manage-framework.aspx</a> ).	
		29.4	<b>Performance information</b> Details including performance information and available resources should be included in the operational plan(s). These should be regularly monitored throughout the year to determine how the agency is performing. There should be a clear line of sight between the performance information in the strategic plan and operational plan(s). More detailed information on performance information can be found in: <i>A Guide to the Queensland Government Performance Management Framework</i> ( <a href="http://www.premiers.qld.gov.au/publications/categories/guides/perf-manage-framework.aspx">http://www.premiers.qld.gov.au/publications/categories/guides/perf-manage-framework.aspx</a> ).	
		29.5	<b>Operational strategies / projects or activities</b> Strategies are the way in which an agency intends to pursue its objectives, deliver its services and assist in achieving the whole of government direction. Strategies included in an agency's operational plan(s) would generally be shorter term 'operational' strategies that are pursued over a one year or less timeframe and would cascade down from the strategies outlined in the agency's strategic plan. More detailed information on strategies can be found in: <i>A Guide to the Queensland Government Performance Management Framework</i> ( <a href="http://www.premiers.qld.gov.au/publications/categories/guides/perf-manage-framework.aspx">http://www.premiers.qld.gov.au/publications/categories/guides/perf-manage-framework.aspx</a> ).	
		29.6	<b>Alignment with specific purpose plans</b> Alignment with specific purpose plans of the agency, e.g. the ICT resource strategic plan, should be detailed in the operational plan where relevant (refer to section 19 and Attachment B – Mandatory and discretionary specific purpose planning requirements within the Agency Planning Requirements for more information).	
		29.7	<b>Timeframe</b> Agency operational plan(s) must clearly state the timeframe for implementation of the plan and cover a period of one year.	
32	Approval and submission of	32.1	Operational plans must be endorsed by the relevant delegated officer within an agency.	

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### Attachments:

- Attachment 1 – Statutory body operational plan template

### Useful references:

Document name	Link / Location
<i>Financial and Performance Management Standard 2009</i>	<a href="https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FinAccPManSt09.pdf">https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/F/FinAccPManSt09.pdf</a>
Agency Planning Requirements (Department of the Premier and Cabinet)	<a href="http://www.premiers.qld.gov.au/publications/categories/plans/planning-requirements.aspx">http://www.premiers.qld.gov.au/publications/categories/plans/planning-requirements.aspx</a>
Queensland Public Sector Strategic Management Planner	<a href="http://www.premiers.qld.gov.au/publications/categories/guides/assets/strategic-management-planner.pdf">http://www.premiers.qld.gov.au/publications/categories/guides/assets/strategic-management-planner.pdf</a>

### Contact for further information:

Contact	Telephone	Email
Office of Health Statutory Agencies	3234 1705	<a href="mailto:statutoryagencies@health.qld.gov.au">statutoryagencies@health.qld.gov.au</a>

### Revision history:

Date	Version no.	Description of change / revision
28/05/2012	v.1.0	Endorsed first version
21/12/2012	v.2.0	Revised
22/06/2015	v.3.0	Reviewed June 2015